

Regulator Performance Framework KPIs



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KPI 1 – Regulators do not unnecessarily impede the efficient operation of regulated entities

Measure	Output/Activity-Based Evidence
<p>1.1 The FWO uses appropriate methods to manage requests for assistance to reduce the burden on regulated entities.</p>	<p>Provide a summary of the methods FWO uses to resolve matters including an outline of the proactive approaches FWO takes to avoid a workplace dispute turning into a formal complaint.</p>
<p>1.2 The FWO engages with regulated entities and peak bodies to understand and inform the design and execution of our work.</p>	<p>Provide a summary of FWO’s interactions with key stakeholders, focusing on how FWO has refined processes and systems as a result of these engagements.</p> <p>Provide details of the mechanisms for regulated entities to provide feedback, including analysis of trends and how FWO has responded.</p>



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KPI 2 – Communication with regulated entities is clear, targeted and effective

Measure	Output/Activity-Based Evidence
<p>2.1 The FWO provides information and advice that is timely, useful and reliable to make it easier for regulated entities to comply with their obligations.</p>	<p>Provide a summary of the processes used to ensure consistent advice including information about knowledge management processes and pay tools.</p> <p>Provide details of the mechanisms for regulated entities to provide feedback. Including analysis of trends and how the FWO has responded.</p>
<p>2.2 The FWO consults with regulated entities prior to implementing key strategies.</p>	<p>Provide a summary of the regular stakeholder engagement activities conducted. The FWO will outline the role stakeholders had in the design, delivery and refinement of FWO strategies.</p>



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KPI 3 – Actions undertaken by regulators are proportionate to the regulatory risk being managed

Measure	Output/Activity-Based Evidence
3.1 The FWO focuses its compliance and enforcement efforts proportionate to the seriousness of the matter.	<p>Provide a summary of the different methods FWO uses to resolve matters, including an explanation of the assessment methods FWO uses to ensure proportionality.</p> <p>Provide case studies on the types of matters FWO litigates, highlighting more serious non-compliance matters.</p>
3.2 The FWO applies a risk based approach to its compliance and monitoring activities.	<p>Provide a summary of the FWO's early intervention programs aimed at resolving disputes in the workplace before they become formal complaints, including relevant cases studies.</p>



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KPI 4 - Compliance and monitoring approaches are streamlined and coordinated

Measure	Output/Activity-Based Evidence
<p>4.1 The FWO takes a coordinated approach to delivering its services.</p>	<p>Provide a summary of how the FWO uses data analysis and research to make decisions that impact on regulated entities.</p> <p>Provide a summary of the evidence base developed to inform Inquiries and targeted campaigns.</p>
<p>4.2 The FWO works collaboratively with other regulators and industry bodies to minimise the burden of interacting with government bodies.</p>	<p>Provide a summary of the FWO's interactions with other regulators and how they are used to achieve positive outcomes for the community. Detail the protocols established in MOUs with other government regulators or bodies.</p> <p>Provide a summary of the FWO's interactions with industry bodies and how the FWO works with them to improve compliance outcomes within targeted industries. Detail the protocols established in MOUs with industry bodies.</p> <p>Provide a summary of any joint investigations conducted by the FWO (where appropriate).</p>



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KPI 5 – Regulators are open and transparent in their dealings with regulated entities

Measure	Output/Activity-Based Evidence
<p>5.1 The FWO publishes key performance results in a timely manner to ensure accountability and transparency.</p>	<p>Provide a summary of the campaign and enquiry reports that have been published.</p> <p>Provide details of any performance metrics which have been published.</p>
<p>5.2 The FWO publishes key strategies and acts on feedback regarding the effectiveness of how they operate.</p>	<p>Provide a summary of the regular stakeholder engagement conducted in line with various FWO strategies. The FWO will outline the role stakeholders had in the design, delivery and refinement of these strategies.</p> <p>Provide details of the mechanisms for regulated entities to provide feedback. Including analysis of trends and how the FWO has responded.</p>



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KPI 6 - Regulators actively contribute to the continuous improvement of regulatory frameworks

Measure	Output/Activity-Based Evidence
<p>6.1 The FWO makes it easy for stakeholders and regulated entities to contribute to the efficient operation of the FWO.</p>	<p>Provide a summary of the FWO's interactions with industry bodies and how this collaboration improves compliance outcomes within targeted industries. Detail the protocols established in MOUs with industry bodies.</p> <p>Provide case studies of any litigation matters, particularly in instances where FWO has sought to clarify the operation of the law.</p>
<p>6.2 The FWO shares information, intelligence and feedback with policy departments for the improvement of the regulatory framework.</p>	<p>Provide a summary of the FWO's interactions with other regulators and how they are used to achieve positive outcomes for the community. Detail the protocols established in MOUs with other government regulators or bodies.</p> <p>Provide a summary of any input the FWO may have provided to policy development.</p>



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